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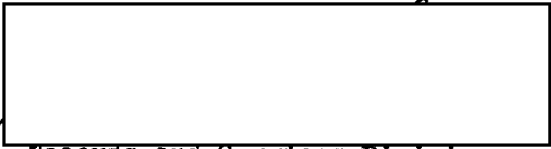
MEMORANDUM FOR: Executive Officer, Office of Personnel

SUBJECT:

Semi-annual Report of Progress and Program

Plans **RECORDS AND SERVICES**
DIVISION

Attached is the Semi-annual Report for the Records and Services Division containing the accomplishments, developments and objectives, in accordance with the instructions set forth in the Director of Personnel's memorandum dated 11 July 1955.


Chief, Records and Services Division

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Attachments (1)

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SEMI-ANNUAL REPORT

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SECTION 1. Major Accomplishments and Significant Developments -
July through December 1955.

A. Central Processing Branch

25X1 1. There has been a substantial increase in the number of travel orders this Branch received for this period with concomitant intensification of activity that receipt of more travel orders evoked. CPB received [] travel orders during this six-month period. During the entire year preceding this period [] travel orders were received for processing. 25X1

2. CPB obtained a total of [] travel reservations during this six-month period against a total of [] for the entire year preceding this period. Many of these reservations were procured under diversified trying conditions, often with short notice, and frequently necessitating cancellations and changes in either reservations or itineraries due to changes in plans by the operational components concerned. 25X1

3. Large numbers of Agency personnel and their dependents have been briefed on the functions and services provided by CPB. This has been done through individual briefings within the Branch, lectures in Office of Training courses, Agency-sponsored briefings for dependents

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in the "Americans Abroad" program inaugurated by the Office of Training in December 1955 for employees and senior dependents. All this has made more individuals aware of the many services available in the Office of Personnel's Central Processing Branch, which, in turn, has resulted in ever-larger numbers of Agency personnel and their dependents being serviced by CPB.

4. The increased activity mentioned in Paragraphs 1 and 2 above has been accomplished without any increase in the personnel strength of the Branch.

5. A procedure was worked out resolving the difficulty CPB previously encountered in receiving conflicting travel authorizations pertaining to detailed military personnel, in travel orders and letters of authorization.

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7. New overseas agreements have been developed. It is anticipated that these new forms shall be in use in the very near future. They are currently on order.

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8. Statistics

1955
July - December

Travel Orders Received
Total Number of Interviews
Conducted
Check-Outs (Departees):
Staff Employees

Dependents (local)
Dependents (out of town)
ETA Cables Prepared
Reservations Procured:
Foreign
Domestic
Domestic Travelers Processed
Transportation Requests Issued
Transportation Requests Cancelled

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B. Correspondence Branch

1. A continuing effort was made to personalize and simplify all letters in keeping with "Plain Letters", the Records Management Handbook published by the GSA. Approximately 40 form letters were revised; 3 form letters were declared obsolete and deleted from the sample books; 8 new form letters were added. In carrying out the plan to personalize letters and place greater emphasis on "appropriate" correspondence, a total of 4,450 letters were individually composed during the reporting period, an increase of 898 over the same period last year.

2. 112 man-hours spent on special projects (exclusive of the Qualifications Supplement Project which is a sustaining project) for various divisions in the Office of Personnel (An increase of 25 man-hours over same period last year).

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3. The Branch compiled a summary of the salient features of the Civil Service Retirement Plan and set it up on the automatic machines as an enclosure in letters to applicants-in-process requesting information regarding retirement benefits.

4. The objective set for the current year to improve procedures for the routing of files to the Branch for periodic interim letters is apparently being met as is evidenced by the fact that [] letters were sent to applicants whose files were under active review, as compared to [] in the previous six month period, and [] in the six month period ending 31 December 1954.

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5. 20,040 letters prepared and dispatched. (An increase of 2,805 over the corresponding period in 1954).

C. Employee Services Branch

1. The months of July to December 1955 represent an active period of program expansion. As indicated in the statistical workload table, there has been substantial progress in most of the services as a result of the concerted attention to the needs and concerns of the employees' welfare. Some of the services requiring continual appraisal, new services, changes in the services and accomplishments in general, are briefly described below.

2. A total of [] requests for housing assistance was received compared to [] for the previous 12-month period. By publicizing this service through the EOD Orientation, Central Processing Branch and notices to Agency employees, greater utilization of the service is being made. Present housing listings are being developed by continuing liaison with available housing services and by continuing periodic inspections of listings now on record and other means of referral. During the first four months of the current period, regular inspections and evaluations of boarding houses, rooms and hotels were made by a member of the branch. Due to a loss by marriage of the employee making these inspections, they were temporarily halted. Every medium of increasing the housing listings will continue to be developed.

3. On 13 September 1955, the Welfare Assistance Board approved the Recreation Association Budget totaling \$1,153.40. Included in this figure, for the first time, was \$280.00 toward the Franchise Fees, or only 30% of the total Franchise Fees. The balance is paid by the various team members. The Welfare Assistance Fund is supported solely

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by contributions from GSI for use of cafeteria space. An opinion was rendered in December 1955 by the Office of the General Counsel to the effect that PRA operation of Agency vending machines is legal under the Comptroller General's decisions and the constitution of the PRA. The DD/S has approved Agency operation of such machines but with the provision that the Welfare Assistance Board control the operation and receive the profits. The increased Welfare revenue, however, will enable PRA to submit a more realistic budget which should result in increased revenue for the activities of PRA and decreasing or eliminating expenses borne by members of the various teams. For the first time, a football contest was conducted by the Recreation Officer during the football season with the winner of each weekly contest receiving two tickets to the Red Skins home games. Interest in the contest was exceptionally good judging from the number of employees who participated. Several new sports and other recreational activities are being planned by the Recreation Officer.

4. Entrance-on-duty orientation has been designed to acquaint new employees with certain Civil Service and Agency Regulations that pertain to their employment, familiarize them with the available benefits and employee services. The aims of the Employee Services Branch are the continuing concern with improving programs based upon a continual appraisal of conditions and demonstrated needs of employees. In talking with new employees in the Orientation Program, it was apparent that numerous questions had been left unanswered before entering on duty. Also, in the exchange orientation program with NSA several worthwhile features were noted which could be adapted to our program. A brief history of the Agency has also been approved and added to the program. As a result, the Orientation is being revised and coordinated with various offices.

5. On 25 July 1955, the Director approved the One-Fund Drive known as the Consolidated Charities. On 1 September the drive was launched and the following two months were included to complete pledge payments. The goal was set at \$70,000 but pledges amounted to \$100,181.68 and by 31 December \$96,091.22 had been received. The purpose of the One-Fund Drive was to eliminate the dozen separate charities conducted each year. The overwhelming response by employees was evidence to the success of the campaign.

6. The distribution of 4,000 copies of the Recreation Association Newsletter each month to employees is the medium by which employees are kept informed of all recreational activities. News items, because of

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security implications, are necessarily confined to recreation activities, car pools and fund raising campaigns. It is unclassified and printed by verbal understanding with the Printing Services Division (OL).

7. During the 52-day Capital Transit bus strike critical transportation problems arose. Contact was made with all Administrative Officers for names of employees willing to accept passengers. Maps with transportation offers marked by numbered pins were added to the branch to facilitate car pool arrangements. There was a good response by employees with cars to accept riders, but after the strike many of them withdrew their offers for various reasons. Car pool files of requests for rides needed and offered are maintained in the branch. Every effort is made to arrange rides and car pools.

8. The long desired goal for proper maintenance and the effective use of Agency bulletin boards was realized when the control of these boards was placed under the ESB with the Recreation Officer being responsible for this function. Regular inspections of these boards have been made since July. Since that time many favorable comments have been received concerning the manner in which they have been kept up-to-date and their neatness.

9. Interest in the Curie Hall cafeteria for improvements concerning the general health and welfare of employees is ever-present. In September, for the first time, silverware was placed in service replacing the wooden utensils. In November, a report was submitted to the Chief, Space, Maintenance and Facilities (OL), to coordinate with GSA recommended improvements in (a) ventilation, (b) replacing trash receptacles, and (c) replacing paper cups with plastic or porcelain cups if space permits installation of washing facilities.

10. In September, responsibility for the OP cable routing and Government-wide insurance waivers, revocations and change of beneficiary were added to the branch, together with an additional employee to perform these duties.

11. On 1 August, a member of the branch received a license from the District Government to perform the duties of a Notary Public on Government time, for official service and assistance to Agency employees. All requests by offices for Notary Public Commissions, except the DCI, are coordinated with the ESB. At present there are 15 employees holding Notary Commissions and seven are in process.

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Recreational Activities

Sports

1 Men's Basketball League.....	6 teams	75 members
1 Women's Basketball League.....	2 teams	25 members
2 Men's Softball Leagues.....	14 teams	220 members
5 Mixed Bowling Leagues.....	58 teams	400 members
1 Touch Football League.....	6 teams	90 members
1 Class A Golf League.....	14 teams	28 members
1 Class B Golf League.....	13 teams	26 members
Golf Instruction Group.....	2 classes ..	20 members
Table Tennis.....	2 teams	8 members

Hobbies

Pentagon Choral Club..... 35 members

Social

Red Cross Hostess Group..... 32 members

Contests

Football Predictions..... 465 members

RECREATION TOTAL 1,424 Participants

In addition to the above activities a Handicraft Club and a Rifle Club are now in the process of being organized.

D. Statistical Reporting Branch

1. Modified the personnel action recording procedures for staff agents and military personnel to make possible the inclusion of personnel data on such personnel in various mechanically prepared reports, such as the Monthly Position Control Register.

2. Simplified the reporting system applicable to staff personnel eligible for membership or who are members of the Career Staff, in order to provide the Career Selection Staff with more timely statistical data.

3. Arranged for the inclusion of staff agents in the monthly rosters of staff personnel arranged by grade and by length of time within each grade so as to provide the various Offices and Career Services with a more comprehensive promotion eligibility picture of personnel under their jurisdiction.

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4. Statistics

Monthly	- Statistical Reports..	10	Rosters..	16
Quarterly	- Statistical Reports..	2	Rosters..	3
Semi-Annual	- Statistical Reports..	1	Rosters..	5
Special Reports	-	9		

E. Transactions and Records Branch

1. A new procedure was established on the routing of the SF-52, Requests for Personnel Action. When the Position Control Clerks complete their action on the SF-52, the Placement Officers for the DDI and DDS group of Service Designations sign the personnel action in the Position Control Section. This facilitates the prompt and efficient processing of personnel actions.

2. The SF-52 (Request for Personnel Action) on Recruitment Requests is no longer routed through the Position Control Section. In addition, Reassignments involving only position number changes, [] are routed directly to the Status Unit. This procedure eliminated the necessity of routing through the Personnel Assignment Division, since it was decided that the Placement Officer's signature was not required for these actions.

3. In order to ensure maximum security on the mailing of employee copies of the SF-50, Notification of Personnel Action, each notification is forwarded by registered mail, to addressee only, return receipt requested. This procedure applies only to those individuals whose residence is within the United States. All LWOP employee copies are retained in the official personnel folder until a return-to-duty action is processed, at which time both copies are forwarded to the appropriate organizational component.

4. The responsibilities for coding personnel actions was transferred from the Office of the Comptroller to the Office of Personnel. It is now one of the responsibilities of this Branch.

5. Applicants are now contacted by mail instead of by phone and are requested to call the appropriate Appointment Clerk to establish the EOD date. Prior to this, telephone calls were made on a person to person basis and in a great many instances, the individuals were not available, necessitating further calls by the Appointment Clerks on the same case.

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6. Appointment Clerks now make hotel reservations as requested by individuals reporting for duty. This was formerly the responsibility of the Employee Services Branch. This eliminates the necessity for referring to the Employee Services Branch any such request.

7. The time schedule for processing EOD's has been made more effective as a result of a change in the routine. A list of personnel reporting for duty is submitted to the Receptionist each Friday. Admission cards are prepared and sufficient shuttle bus passes are furnished. An Appointment Clerk reports for duty every Monday at 0800 and serves as the Receptionist for all EOD's. This arrangement permits time scheduled obligations to be met.

8. Form 835, Appointment Processing Record Card, and Form 835 A, Appointment Tab Control Card, were revised to include information pertaining to security and medical information not previously shown.

9. In order to provide for an effective control of new commitments, listings of all committed applicants by office and SA's have been set up in the Position Control Section. This will provide for more effective means of control and a current count on all committed applicants.

10. The SF-7, Service Record Card, for all individuals on LWOP, military personnel, and details from this Agency for more than thirty (30) days, have been flagged to provide for an accurate count of on-duty strength; inasmuch as individuals in this status are subtracted from the on-duty strength of each office.

25X9 11. Approximately ☐ official personnel folders have the dividers placed in them as directed in the OPM 20-803-7, dated 15 June 1955. The dividers are placed in the new EOD folders at the time the file is made.

12. As a result of a request to the Civil Service Commission, this Agency has been excepted from the procedural requirement of forwarding the official personnel folders, after the separation of individuals, to the Federal Records Center in St. Louis. This provides for all other agencies to send their requests directly to the Director of Personnel, CIA, and it eliminates requests to the Federal Records Center by other agencies for our files.

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13. Periodic Step-Increase due-dates have been furnished to the Machine Records Division on all GS-Classification employees for the purpose of inaugurating a new system of machine prepared forms, thus eliminating a manual operation within the Position Control Section.

14. The Chief, Transactions and Records Branch, together with the Chief, Position Control Section, assisted Mr. [REDACTED] Office of Training, on numerous occasions in instructing scheduled classes on the various processes connected with Transactions and Records procedures. These classes were conducted as a part of the Administrative Support Course.

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15. Service Computation Dates and the due-dates for periodic step-increases are now being reflected on all appointment actions.

16. Statistics:

Workload Statistics

A. Position Control Section

1. Number of Forms 261 (T/O Change Authorization) received - period 1 July to 31 December 1955 [REDACTED]
2. Positions involved in T/O Changes - period 1 July to 31 December 1955
3. Phone calls to the central locator and information cards
 - a. Credit 3718
 - b. Locator 2688
 - TOTAL 6406
4. Phone calls of PI Clerks
 - a. Incoming..... 16973
 - b. Outgoing..... 6751
 - TOTAL 23724

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5. Mass Transfers:		Number of
Reason	Number of Combined Actions	Persons Involved
Change of SD	12	[REDACTED]
T/O Change	9	
Total	21	

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6. Additional man hours provided by IAS

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B. Files Section

1. New folders established.....	<input type="text"/>	25X1
2. Number of reject cards.....	4177	
3. Number of contact cards.....	1075	
4. New EOD folders made up.....	<input type="text"/>	25X9A2
5. Number of Personnel Folders charged out to actions and individuals.....	<input type="text"/>	25X9A2
6. Letters and interview reports.....	3594	
7. Number of applicant files charged out.....	81352	
8. Number of pieces of mail inserted in applicant files.....	16065	
9. Pieces of file material received.....	92147	
10. Additional man hours provided by IAS.....	5837	

C. Transactions Section

1. Security Initiations.....	1877	
2. Cancellations.....	850	
3. EOD's.....	<input type="text"/>	25X9A2
4. Actions Processed:		
a. Separations.....	<input type="text"/>	
b. Promotions.....	<input type="text"/>	25X9A2
c. All others.....	<input type="text"/>	
Total.....	<input type="text"/>	25X9A2
5. Full Clearances.....	<input type="text"/>	
6. Additional man hours provided by IAS.....	1780	

SECTION 2. Objectives for current six month period from January - June 1956.

A. Central Processing Branch

1. A questionnaire is currently being developed for the use of CPB employees when undertaking administrative debriefings of returnees. This questionnaire shall emphasize those matters peculiar to particular posts and stations for inclusion in CPB's post and station files. It is anticipated that other information of value shall also be acquired for incorporation in CPB's processing procedure.

2. In cooperation with the Transportation Division, Office of Logistics, CPB is endeavoring to establish a credit and billing arrangement with the international air carriers for handling unaccompanied air freight. This procedure would make possible, in many instances, the shipment of such freight at lesser rates and make it unnecessary for employees to be issued cash advances for this purpose.

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3. CPB is working closely with the Plans Staff in conjunction with the proposed new Regulation [] concerning briefing, cover documentation, and clearance for travel of Agency employees and their dependents. It is hoped that Regulation [] shall be finally coordinated and issued in the near future.

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4. CPB is working on a travel document for stateless persons and aliens which could be generally adopted by international carriers and look more official than the diversified types currently in general use.

B. Correspondence Branch

1. To improve correspondence, both form letters and individually composed letters, by using plain English, simplifying construction and discarding trite expressions previously considered necessary in government correspondence.

2. To continue to emphasize the importance of "appropriate" correspondence, with the result that a greater number of letters will be individually composed.

3. To continue to work closely with other divisions in an effort to see that files under review are routed to the Branch at least every 30 days for correspondence.

4. To continue to make the services of the Branch available as needed.

C. Employee Services Branch

1. The aims of the Employee Services Branch are the increasing concern with all phases of employee morale. It is recognized that the fewer problems an employee has the greater his opportunity for concentrating on his work. Every effort will be made to assist employees, to promote better job relationships, and to show that the Agency has a genuine concern for their needs. The Employee Services Branch shall be ever aware of its role in maintaining morale, providing and stimulating the employee services program, and the consequent effect on production.

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2. The Employee Services Program includes approximately 27 services. All services will receive continuous review. Some of the services requiring more immediate attention are:

a. Housing - Develop the listings because of the increasing demand for this service, particularly by new employees entering on duty. Periodic inspections of listings to ensure desirable living quarters.

b. EOD Orientation - Continuous review of this program because of questions and problems posed by new employees and to ensure that it is kept up-to-date with changing Federal and Agency Regulations.

c. Consolidated Charities Drive - Include overseas personnel in the 1956 campaign. Enthusiastic and timely effort will continue to characterize this program.

d. Bulletin Boards - Continued emphasis on the posting of timely information and the neat and orderly arrangement of material posted.

e. Free Pamphlets - Arrangements are being made to procure free pamphlets from Government Agencies for distribution to employees.

f. Payroll Savings Bond Sales Program - Augment this program by using every medium of communication possible by meetings, personal contact and publicizing with posters on bulletin boards.

g. Recreation Program - A new source of revenue is being sought to operate this program for much needed equipment and to defray expenses for team franchises. Seventy percent of team franchises are paid by members of the various teams.

D. Statistical Reporting Branch

1. Revise the present personnel reporting system to meet the requirements of the proposed Staffing Complement-Development Complement organizational concept presently being developed. This concept will necessitate the establishment of an additional reporting system

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to record the various personnel statistics by Career Service as a supplement to the data currently furnished on an organizational basis.

2. Analyze the various correlative personnel statistical factors as well as historical trends, to determine if certain types of personnel data can be projected with sufficient accuracy to use as personnel planning tools.

3. Revise the current machine reporting requirements to provide for an equitable distribution of the anticipated increase in machine work load that will be brought about by the general adoption of the Staffing Complement-Development Complement concept.

E. Transactions and Records Branch

1. It is anticipated that Form 560, Periodic Step-Increase Certification, will be received and the proposed system of notifying the various components of the Agency of the Periodic Step-Increase due-dates on machine prepared forms will be initiated. This will eliminate the manual preparation of those forms by the Position Control Clerks.

2. It is planned to establish a system whereby the Machine Records Division will be able to furnish us with a listing, one month in advance of the due-dates of all Fitness Reports. This will eliminate the manual searching for due-dates and the manual typing of listings.

3. We expect during this period to put into operation the new charge-out system for official personnel folders. All the necessary forms have been received, and this procedure will be inaugurated as soon as the proposed CIA Notice and revisions in CIA Regulation are published.

4. A concentrated effort will be placed on the training of personnel in the Transactions and Records Branch during the coming months. This will be accomplished by permitting as many as possible to attend the personnel, administrative and clerical courses offered by the Office of Training and by completing written detailed instructions for the various procedures within the Branch. Special emphasis will be placed on the training of key personnel in supervisory positions. This program has already been initiated, resulting in two individuals attending the Basic Supervision Course.

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5. As a result of a recent survey by representatives of the Management Staff, it is expected that a "Records Control Schedule" will be issued during this period which will provide information governing the destruction and maintenance of certain records. Based upon a recommendation concerning the Civil Service Commission and chronological copies of the SF-50, Notification of Personnel Action, it is expected that maintenance of these two copies will no longer be required, resulting in a saving of time. It is expected that authorized disposal of other records will increase efficiency.

6. The project of the destruction of approximately 22,000 applicant files (1953) has been initiated. Each file needs to be reviewed for determining the reason for destruction, a record of the destruction of the applicant files must be prepared, and finally, the destruction of the file itself.

7. There will be a continuous review made of all work processes for which this Branch is responsible. Superfluous items will be eliminated. For example, since 1 January 1956 the necessity for the preparation and forwarding of the Form 80, Employee Summary Worksheet, and the SF-2806, Record of Retirement Deductions, to other appropriate organizational components has been eliminated from the Appointment Unit.

8. As the workload permits, it is planned to continue the review of the official personnel folders to ascertain that all documents contained therein are in the proper order and arrangement, and to place dividers in the files as directed in the OPM 20-803-7.

9. Emphasis is being placed on exercising the work efficiency, eliminating unnecessary delays and routings. For example, control of the Fitness Report is now completely vested in the Transactions and Records Branch. Since 1 January 1956, a new procedure has been developed whereby all Fitness Reports will be broken down by service designation in the Position Control Section. After the completion of appropriate action by the Position Control Clerks, the DDI and DDS Placement Officers will sign off on the Fitness Reports for their assigned service designations. The Chief, Qualifications Analysis Branch, Personnel Assignment Division, will sign off for the service designations assigned to the clandestine services. Upon completion of the appropriate action, the Fitness Report is forwarded directly to the Files Section to be inserted in the official personnel folder.

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10. Finally, audits will be performed of all records, including T/O's, employees, their positions, grades, etc., official personnel folders, and the central locator file.

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